

## Primary Care Case Management (PCCM): What is it and what does it mean for me?

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PCCM is a required program for most MaineCare members. Most children and their parents, pregnant women, and adults who do not have children living with them must enroll in PCCM. You do not need to enroll in PCCM if you live in a nursing home, have Medicare or other health insurance, will have MaineCare for less than 3 months, or are in the MaineCare Member Restriction Plan. If you have questions about PCCM enrollment, call MaineCare Member Services 1-800-977-6740.

### What does PCCM mean for you? It means that you will need to do three (3) things:

#### 1. Choose a Primary Care Provider (PCP).

- In your PCCM enrollment packet you will find a list of providers you can choose from.
- If you do not choose a provider within 28 days of getting your PCCM enrollment packet, MaineCare will choose one for you. It is better if you make this choice because you can choose the PCP that is best for you and your family.
- **If you need help choosing or changing a PCP, call Member Services at 1-800-977-6740 before you visit your new PCP.**

#### 2. Make an appointment with your PCP.

- Do not wait until you are sick.
- To get the best care, you should know your PCP and your PCP should know you.
- Once you have met with your PCP, you can call your PCP's office about urgent medical questions or concerns anytime (24 hours a day, 7 days a week). If you call after their normal business hours, you will speak with an on-call doctor or nurse.
  - Note: You should not use the Emergency Room for routine (not life threatening) services. You can call your PCP's office about your urgent care needs anytime (24 hours a day, 7 days a week).

#### 3. Talk to your PCP before you see a specialist. You will need a referral from your PCP to see most specialists.

- Your PCP provides and manages most of your health care. If you and your PCP decide that you need to see a specialist, your **PCP will enter a referral** into MaineCare's computer system.
- You do not need a referral for family planning services, pregnancy services, annual gynecological exams (pelvic exams, PAP smear, mammograms, and so forth), mental health services; substance abuse services; routine eye exams, and medical care provided in school-based centers or well child clinics.

For more information on PCCM, go to the MaineCare Services webpage at:

<http://www.maine.gov/dhhs/oms/index.shtml>. Select the "For Members" tab, and then select "PCCM" in the left menu. You can also e-mail Member Services at [MaineCareMember@MolinaHealthCare.com](mailto:MaineCareMember@MolinaHealthCare.com) or call 1-800-977-6740.